

# General Info

## Quick Facts:

- Security is defined by roles. Roles are assigned to positions. Employees are hired into positions and inherit the appropriate security. The BEACON security team maintains the SAP security roles.
- If you have questions regarding a vacant position, contact the Agency that has the vacancy or if you have general recruitment/selection issues contact the Office of State Personnel 919-807-4800 for assistance.
- If you have questions regarding tuition reimbursement, contact the Office of State Personnel - Human Resources Development at 919-733-2474 for assistance.

## BEST Contact Info:

Toll-Free Phone: 1-866-NCBEST4U (1-866-622-3784)  
Local Phone: 919-707-0707  
Fax: 919-855-6861  
Email: BEST@ncosc.net  
Mail: BEST Shared Services  
MSC 1425  
Raleigh, NC 27699-1425  
Physical address: (for deliveries/packages)  
BEST Shared Services  
3512 Bush Street  
Raleigh, NC 27609  
Website: <http://www.ncosc.net/BEST>

## How do I...

For Employees

### Access ESS?

- You can access ESS through the portal. The URL address is <https://myBEACON.nc.gov>. You will need your NCID and password to access ESS.

### How do I change my security access/position?

#### Data owner

- You must submit a completed Position Security Request Form to BEST via email. The form may be obtained on the BEST Website.

#### Non-data owner

- You must contact your Data Owner to request access. The Data Owner must submit the request to BEST.

### Recover/Reset my user ID or password?

- NCID website (<https://ncid.nc.gov/>) or
- Contact your Agency NCID Administrator for support or
- Contact ITS Customer Support Center 24 hours a day (7 x 24 x 365) at 919-754-6000 or toll free at 1-800-722-3946.

### Submit a job application?

- Contact the Office of State Personnel at 919-807-4800.

### Find my employee id?

- You should receive an Employee ID card that will display your employee id number.
- You can also find your employee id on ESS by viewing your Pay Statement (*My Pay* tab, *Pay Statement* link)
- If you do not have access to ESS, you can contact your Agency HR Administrator.

**Note:** Your employee id is the same as your Orbit number, and is sometimes referred to as "Personnel Number."

### Receive ESS training?

- Employees may take training on this website: [http://www.beacon.nc.gov/training/wbt/ess\\_menu.html](http://www.beacon.nc.gov/training/wbt/ess_menu.html)

## How do I?

For Managers & Administrators

### Access MSS?

You can access MSS through the portal. The URL address is <https://myBEACON.nc.gov>. You will need your NCID and password to access MSS.